

Congratulations!



November Employees of the month

Administrative/Support Services



Julia Lopez-Divack

Fiscal Department

I'm sure that most, if not all of the staff, will agree that Julia puts her heart into what she does. She performs her duties, such as reviewing Kronos for errors, training staff on the fundamentals of the payroll process, and assisting employees to resolve their time worked with diligence and dedication. Despite her many daily duties and responsibilities, she still welcomes questions from staff, and takes time to hear their concerns regarding their time or leave. To put it simply - Julia is a valuable asset to NVTC.

Clinical Services



Veronica Laughman

Recreation Department

Veronica has served as the Chairperson of the CCST Sub-committee on Supervisory Training. In this capacity, she has worked with the committee to ensure that sessions on a supervisory training topic are provided each month. This month, we had scheduled a 6 hour session using the MVP program where the "trainers" were to facilitate discussion with the participants. At the beginning of the session, we were unable to connect to the MVP website. Veronica immediately went into problem solving mode and effectively came up with a solution. This was almost without missing a beat in the presentation. And throughout the presentation, Veronica demonstrated a real ability to relate to the audience, ask relevant questions to generate discussions, and added very pertinent information. Veronica's efforts in this area will hopefully assist NVTC's supervisors in improving their skills.

Residential Services



Fatmata Fadika

Direct Support Professional Home 5C

Recently when working as an In-charge staff in home 5C Fatmata was challenged with having to ensure the health and safety of the men in the home while establishing adequate support for outside activities and medical appointments. On recent day in the home there were 3 pulled staff in the home, 2 from home 5A and one from another residence on campus. As usual for the role of an In-charge person Fatmata spoke to the staff and assigned them to various duties within the home. Fatmata met some resistance with one of the duties. Fatmata remained extremely calm and professional throughout the day and amidst all of the negative responses by her colleagues and by an AM Shift Tech. Throughout this day Fatmata set an extraordinary example for all of the staff that were present during the AM shift in building 5. Fatmata spoke to each staff in the building requesting support in order to assist a 5C gentleman in attending a medical appointment. When all staff presented reasons as to why they couldn't do it, Fatmata reminded them of their job responsibilities. Additionally, in order to meet the need of the gentleman Fatmata reassigned her In-Charge responsibility and she volunteered to take the resident to his medical appointment. The appointment was scheduled to end around 2pm. In order for Fatmata to accompany the individual she had to ensure that she had secured someone to pick her daughter up from school. She had no family members that were able to do this in such short notice. Fatmata did not give up and she continued to advocate for assistance to the point of involving her Program Manager. Fatmata also had a personal medical appointment that she had to reschedule. The individual's medical appointment went much longer than intended and there were some hiccups during the appointment. Fatmata remained calm and professional. She also maintained communication with her Program Manager, Residential Services and OCU. Fatmata and the resident successfully returned to the facility at a quarter to 5pm. Upon her return Fatmata had to then fill out an incident report that took some more of her time. Fatmata had been at work since 6am and had not yet had a meal. Fatmata remained in good spirits throughout the entire event. Fatmata's ability to reprioritize and place the individual's needs above her own is truly commendable. Her actions were truly above and beyond the call of duty. Time and again she consistently displays her commitment to the residents and to the job that she has signed up to do. We cannot thank Fatmata enough for her commitment to excellence.